

We Claim:

1           1.     A method for processing orders in a computerized order processing  
2 system, the method comprising:  
3           generating a list of accounts;  
4           detecting selection of one of the accounts;  
5           generating a list of orders associated with the selected account, wherein the list  
6           of orders comprises orders that have been submitted for provisioning;  
7           detecting selection of one of the orders that has been submitted for  
8           provisioning;  
9           detecting a request to change the selected order;  
10          incorporating the change in the selected order;  
11          re-submitting the order for provisioning; and  
12          synchronizing the re-submitted order in an external provisioning system to  
13          override the order that had been previously submitted for provisioning.  
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1           2.     The method, as set forth in Claim 1, further comprising:  
2           generating a list of items comprising the selected order;  
3           determining whether each item in the list of items has been delivered;  
4           detecting selection of one of the items; and  
5           allowing a user to reconfigure the selected item if the selected item has not  
6           been delivered.

1           3.     The method, as set forth in Claim 2, further comprising:  
2           changing the status of the selected item to indicate that the selected item has  
3           been updated.

1           4.     The method, as set forth in Claim 1, further comprising:  
2           changing the status of the selected order to indicate that the order has been  
3           updated.

1           5.     The method, as set forth in Claim 1, further comprising:  
2           generating a list of quotes associated with the selected account.

1 6. The method, as set forth in Claim 1, further comprising:  
2 generating a list of quotes associated with the selected account;  
3 detecting selection of one of the quotes;  
4 detecting a request to change the selected quote; and  
5 incorporating the change in the quote.

1 7. The method, as set forth in Claim 1, further comprising:  
2 generating a list of assets associated with the selected account;  
3 detecting selection of one of the assets;  
4 detecting a request to change the selected asset; and  
5 incorporating the change to the asset in a quote.

1 8. The method, as set forth in Claim 7, further comprising:  
2 submitting the quote to an order.

1 9. The method, as set forth in Claim 7, further comprising:  
2 generating a list of items comprising the selected asset;  
3 detecting selection of one of the items; and  
4 allowing a user to reconfigure the selected item.

1 10. The method, as set forth in Claim 9, further comprising:  
2 ungrouping the selected item with a quantity of more than one to a  
3 corresponding multiple of items;  
4 allowing the user to reconfigure each item of the multiple of items  
5 individually.

1 11. The method, as set forth in Claim 5, further comprising:  
2 generating a list of quotes associated with the selected account;  
3 detecting selection of one of the quotes;  
4 detecting selection of an option to update potential revenue based on the price  
5 of items in the selected quote.

12. The method, as set forth in Claim 1, further comprising:  
detecting selection of an option to create a quote for a new asset, wherein the  
quote is associated with the selected account;  
generating a list assets comprising products and services available;  
detecting selection of an asset;  
invoking a product configurator to allow the user to configure the selected  
asset.

13. The method as set forth in Claim 7, wherein the change comprises  
disconnecting the asset.

14. The method as set forth in Claim 1 wherein the change comprises  
transferring the asset, the method further comprising:  
detecting selection of an option to transfer the asset;  
copying information about the configuration of the asset to a quote; and  
setting the status of items in the quote to indicate that the items are to be  
included in a service profile at a new address.  
copying information about the asset to .

15. The method as set forth in Claim 14, further comprising:  
copying the information about the configuration of the asset to a second quote;  
and  
setting the status of items in the quote to indicate that the items are to be  
disconnected in a service profile at an old address.

16. An apparatus for processing orders in a computerized order processing  
system, the apparatus comprising:  
means for generating a list of orders associated with an account, wherein the  
list of orders comprises orders that are open;  
means for detecting selection of one of the orders;  
means for detecting a request to change the selected order;  
means for applying changes in the open and pending orders to reflect the  
future state of an asset;

means for generating a quote based on the future state of an asset;  
means for allowing a user to change the configuration of the future state of the  
asset; and  
means for incorporating the change in the quote.

17. The apparatus, as set forth in Claim 16, further comprising:  
means for generating a list of items comprising the selected order;  
means for determining whether each item in the list of items has been  
delivered;  
means for detecting selection of one of the items; and  
means for allowing the user to reconfigure the selected item if the selected  
item has not been delivered.

18. The apparatus, as set forth in Claim 17, further comprising:  
means for changing the status of the selected item to indicate that the selected  
item has been changed.

19. The apparatus, as set forth in Claim 16, further comprising:  
means for changing the status of the selected order to indicate that the order  
has been updated.

20. The apparatus, as set forth in Claim 16, further comprising:  
means for generating a list of accounts;  
means for detecting selection of one of the accounts;  
means for generating a list of quotes associated with the selected account.

21. The apparatus, as set forth in Claim 16, further comprising:  
means for generating a list of accounts;  
means for detecting selection of one of the accounts;  
means for generating a list of quotes associated with the selected account;  
means for detecting selection of one of the quotes;  
means for detecting a request to change the selected quote; and  
means for incorporating the change in the quote.

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1 22. The apparatus, as set forth in Claim 21, further comprising:  
2 means for generating a list of assets associated with the selected account;  
3 means for detecting selection of one of the assets;  
4 means for detecting a request to change the selected asset; and  
5 means for incorporating the change to the asset in a quote.

1 23. The apparatus, as set forth in Claim 22, further comprising:  
2 means for submitting the quote to an order.

1 24. The apparatus, as set forth in Claim 23, further comprising:  
2 means for generating a list of items comprising the selected asset;  
3 means for detecting selection of one of the items; and  
4 means for allowing a user to reconfigure the selected item.

1 25. The apparatus, as set forth in Claim 24, further comprising:  
2 means for ungrouping the selected item with a quantity of more than one to a  
3 corresponding multiple of items;  
4 means for allowing the user to reconfigure each item of the multiple of items  
5 individually.

1 26. The apparatus, as set forth in Claim 25, further comprising:  
2 means for detecting selection of an option to update potential revenue based  
3 on the price of items in the selected quote.

1 27. The apparatus, as set forth in Claim 26, further comprising:  
2 means for detecting selection of an option to create a quote for a new asset,  
3 wherein the quote is associated with the selected account;  
4 means for generating a list assets comprising products and services available;  
5 means for detecting selection of an asset;  
6 means for invoking a product configurator to allow the user to configure the  
7 selected asset.

1 28. The apparatus as set forth in Claim 27, wherein the change comprises  
2 disconnecting the asset.

1 29. The apparatus as set forth in Claim 28 wherein the change comprises  
2 transferring the asset, the apparatus further comprising:  
3 means for detecting selection of an option to transfer the asset;  
4 means for copying information about the configuration of the asset to a quote;  
5 and  
6 means for setting the status of items in the quote to indicate that the items are  
7 to be included in a service profile at a new address.  
8 means for copying information about the asset to .

1 30. The apparatus as set forth in Claim 29, further comprising:  
2 means for copying the information about the configuration of the asset to a  
3 second quote; and  
4 means for setting the status of items in the quote to indicate that the items are  
5 to be disconnected in a service profile at an old address.

1 31. A computer program product comprising: instructions to implement  
2 the method of claim 1.

1 32. A data signal in a carrier medium comprising: instructions to  
2 implement the method of claim 1.

1 33. A system for processing complex orders comprising:  
2 user interface instructions operable to:  
3 generate a customer portal view comprising a list of products and  
4 services associated with an account, a list of quotes associated  
5 with the account, a list of orders associated with the account,  
6 and a plurality of user-selectable options;  
7 receive input from a user;

wherein the plurality of user-selectable options comprises a move option to transfer a service profile by defaulting the existing services at an old location to a new location.

34. The system as set forth in claim 32, wherein the plurality of user-selectable options further comprises an option to add at least one of: a product and a service to the service profile.

35. The system as set forth in claim 32, wherein the plurality of user-selectable options further comprises an option to modify the configuration of at least one of: a product and a service in the service profile.

36. The system as set forth in claim 32, wherein the plurality of user-selectable options further comprises an option to disconnect at least one of: a product and a service in the service profile.

37. The system as set forth in claim 32, wherein the plurality of user-selectable options further comprises an option to view of products and services associated with the selected account.

38. The system as set forth in claim 32, wherein the plurality of user-selectable options further comprises an option to modify items in a quote.

39. The system as set forth in claim 32, wherein the plurality of user-selectable options further comprises an option to supplement an order by revising an open order and overriding an order that has already been sent to a provisioning system.

40. The system as set forth in claim 32, wherein the plurality of user-selectable options further comprises an option to accept a quote, and convert the quote to a sales order.

1           41.     The system as set forth in claim 32, wherein the plurality of user-  
2     selectable options further comprises an option to update the amount of revenue to be  
3     generated by a quote.

1           42.     The system as set forth in claim 32, wherein the plurality of user-  
2     selectable options further comprises an option to approve an order and submit the  
3     order for provisioning.

1           43.     The system as set forth in claim 32, wherein the plurality of user-  
2     selectable options further comprises an option to ungroup items in a quote with a  
3     quantity greater than one into individual order line items with a quantity of one.

1           44.     The system as set forth in claim 32, wherein the plurality of user-  
2     selectable options further comprises an option to apply a completed item in an order  
3     to the service profile.